



## State of Connecticut

### SENATE

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Energy and Technology Committee Public Hearing  
Testimony in Support of SB 418 *An Act Concerning Audit of the State's  
Telecommunication Expenses*  
March 11, 2010

Good Afternoon Chairmen Fonfara and Nardello, Ranking Members Witkos and Williams. Thank you for raising *SB 418, An Act Concerning Audit of the State's Telecommunication Expenses*. The intent of this legislation is to ensure that taxpayers' money is being spent properly by auditing telecommunications expenses of the Department of Information Technology.

State government is one of the largest users of both wireless and terrestrial telecommunications services and as a result, generates substantial bills for these services. At a time when we are looking to reduce all government costs, this is one area that is rife with opportunities to economize.

It was brought to my attention by a constituent that many private companies regularly audit their telecommunications expenses. Businesses are doing audits because they don't want to spend money unnecessarily on services they don't need or didn't ask for. Many of these companies are realizing post-audit savings of 15%-30%. The money they save from these audits helps them focus on their core business needs or expanding their workforce.

Often, cell phone and landline telecommunications providers over-bill or incorrectly bill customers for services that were not requested. I am sure all of us have had an instance where we have found mysterious charges on our cell phone bill. Since we are all meticulous about our bills, we have called the company to challenge the charges and have them removed if they were illegitimate. We may be vigilant about our personal phone bills, and we need to ensure that DoIT is equally as thorough.

Most importantly, there would be no up-front costs to the state for this audit because firms that conduct these types of analyses get reimbursed based on a percentage of the savings they generate. The auditors will be more driven to find savings if their payment is based on their performance rather than just a flat fee.

During a time when state government is looking for ways to balance the budget, this is an excellent way to achieve substantial savings without making cuts to any programs or services. This bill represents good fiscal policy and common sense methods to ensure that taxpayers' dollars are spent as efficiently as possible.

Again, thank you for taking the time to consider my testimony, I urge passage of this bill and look forward to working with the members of this committee as this legislation moves forward.